


STATE OF WISCONSIN
Department of Health and Family Services
Division of Children and Family Services

To: Area Administrators/ Human Services Area Coordinators
 Bureau Directors
 County Departments of Community Programs Directors
 County Departments of Developmental Disabilities Services Directors
 County Departments of Human Services Directors
 County Departments of Social Services Directors
 Section Chiefs/Licensing Chiefs
 Tribal Chairpersons/Human Services Facilitators

From: William R. Fiss 
 Interim Administrator

Re: Data Exchange and System Access Agreement between the Department of Health and
 Family Services (DHFS) and the Department of Workforce Development (DWD)

This memo was developed in response to Item I. in the Program Enhancement Plan, Wisconsin's response to the federal Child and Family Services Review. The purpose of this memo is to explain the operation of a Data Exchange and System Access Agreement between the Department of Health and Family Services (DHFS) and the Department of Workforce Development (DWD), and to recommend child welfare agencies enter into agreements with their local child support agency to allow access to and a mutual exchange of information in the KIDS system and e-WiSACWIS system within the parameters contained in the attached Agreement.

Item I.1, (4) of the PEP originally required the Division of Children and Family Services (DCFS) to work with DWD to allow the use of the Federal Parent Locator Service (FPLS) by child welfare staff. However, under current federal law, the FPLS may only be accessed by child welfare agencies by submitting a request through the state's child support agency. DWD's Bureau of Child Support (BCS) recommended that agencies use KIDS for in-state cases because the information contained in the KIDS system duplicated information in FPLS and is more accessible and up-to-date than information in FPLS. Item I of the PEP now requires DCFS to expand the use of the KIDS child support system by child welfare staff to locate parents. As noted below, the Agreement will allow child welfare staff to access the FPLS in out-of-state cases, by submitting a request to the Bureau of Child Support.

Purpose of the Agreement

Access to the KIDS system and information in KIDS may only be used by child welfare agency staff and DCFS staff for the following purposes:

- Identifying and contacting parents or putative parents of children for potential placement
- Preparing child protective services, juvenile protective services and juvenile delinquency cases for court action.
- Making child support referrals for appropriate out-of-home care cases.
- Reconciling payments in Kinship Care or Substitute Care cases.
- Updating parent and child demographics and support collections information.

Access to the e-WiSACWIS system and information in the system may only be used by child support agency staff and Bureau of Child Support staff for the following purposes:

- Identifying and contacting putative parents for establishing paternity
- Preparing paternity judgment cases for court action
- Locating non-custodial parents and identifying possible employment and earnings of child support obligors
- Updating parent and child demographics and support collections information

- Reconciling payments in Kinship Care or Substitute Care cases.

Information That May be Accessed

DCFS staff and child welfare agency staff may access the following information in KIDS:

- Contact information for parents or putative parents that involve current or likely out-of-home placements of children including such information as name, date of birth, family relationship, address and telephone.
- Demographic information in cases that have been referred to child support, including name, date of birth, social security number, KIDS case and personal identifying numbers, family relationship, address and telephone.
- Certain case information for children in out-of-home placements that have been or could be referred to child support, including such items as paternity orders, child support orders, KIDS worker ID, county identifier and payment information.

BCS staff and child support agency staff may access the following information in e-WiSACWIS:

- Demographic information in cases referred to child support by DCFS or a child welfare agency including name, date of birth, social security number, e-WiSACWIS case and personal identifying numbers (PINs), family relationship, address, telephone, and information on employer and insurance carriers.
- Certain case information for children in out-of-home placement referred to child support by a child welfare agency including placement type, e-WiSACWIS worker identification number, county identifier, placement start and end dates, the child's Medical Assistance status and payment information.

Development of Specific Agreements

Using the state agreement as a model, county human services and social services agencies may develop local access agreements with their county child support agency to:

- Develop a process for child welfare staff requesting access to KIDS through their local child support agency. Access can be provided in accordance with security requirements developed by BCS.
- Develop a process for child support staff requesting access to e-WiSACWIS through their local child welfare agency. Access can be provided in accordance with user security profiles created by DCFS for child support workers.
- Enter into an agreement with the Director of the local child support agency regarding how many child welfare staff and how many child support staff will have access to the other agencies' system. Maintaining confidentiality should be taken into account when determining how many staff will have access.

Method of Access and Use of Information

The method of access to KIDS by child welfare staff and access to e-WiSACWIS by child support staff will be read or query only.

If KIDS information is used by DCFS or a child welfare agency to take action affecting the rights of a person in the KIDS system, the agency must notify the county responsible for the record of how the KIDS information was used.

If e-WiSACWIS information is used by BCS or a child support agency to take action affecting the rights of a person in e-WiSACWIS, the agency must notify the state agency or county agency responsible for the record of how the information was used.

Confidentiality

Under the Agreement agencies must inform anyone provided with access or information from the respective systems of the confidentiality restrictions on access or use of information, including possible criminal penalties.

Staff may not access either system for any purpose other than those purposes identified above.

Family Violence Indicator

Under current federal and state law, child support agencies may not release information about the whereabouts of a person if the person seeking the information is under a temporary restraining order or injunction with respect to the person whose information is being sought, or if the agency has reason to believe that releasing the information might result in physical or emotional harm to the person about whom the information is sought. In addition, if there is a claim or finding of good cause for non-cooperation with child support in a case, that will also create privacy protection.

KIDS will show a participant privacy indicator on each screen of a case and a protected participant and who is protected in this way. If a case has a privacy protection indicator, information about the protected individuals may not be published, used, transmitted or otherwise shared, without first removing all information about location, employment or other information identifying the whereabouts of the protected individual. Agencies will be responsible for explaining to staff with access to KIDS their obligation to comply with privacy safeguards.

Use of the Federal Parent Locator Service

In situations where child welfare agencies are serving children from another state, information from the FPLS may be helpful to identify parents in other states. Only child support staff may make requests for FPLS information. Child welfare staff will submit a written request to the Bureau of Child Support for "locate only" service from the FPLS. County agencies will develop interagency procedures at the local level.

Training

The following cross training opportunities are being provided to staff of DWD and DHFS. The staffs of both agencies will attend the trainings together to foster open lines of communication between the agencies which will be instrumental in the making the MOU successful. Dates and locations are:

Thursday, October 26, 2006 - 9:00-4:00 -- Fen Oak Training Center -- Madison

Thursday, November 2, 2006 - 9:00-4:00 -- Eau Claire Training Center -- Eau Claire

Friday, November 3, 2006 - 9:00 - 4:00 -- Mosinee Training Center -- Mosinee

Monday, November 6, 2006 - 9:00 - 4:00 -- Oshkosh Training Center -- Oshkosh

For more information about the Program Enhancement Plan and Child and Family Services Review, please visit the Division of Children and Family Services' web site at:

<http://dhfs.wisconsin.gov/cwreview/cfsr.htm>

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Attachment: [Data Exchange and System Access Agreement Between DWD/DWS/BCS and DHFS/DCFS](#)

Infomemo/dcfs/data exchange wisacwis.doc